

**WINNIPEG REGIONAL HEALTH AUTHORITY  
POSITION DESCRIPTION**

**INCUMBENT:**

**DATE:** July 28, 2008

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**POSITION TITLE:** Outreach Worker

**CLASS:** CHSC

**DEPARTMENT:** Population and Public Health

**UNION:** MGEU

**SUPERVISOR'S TITLE:** Team Manager

**SUPERVISORY RESPONSIBILITIES:** May supervise volunteers.

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**Education:**

1. Post-secondary education, preferably in social sciences, and/or relevant experience required
2. First aid preferred

**Other Qualifications:**

1. Knowledge of harm reduction, street issues, substance use, sexually transmitted and blood borne infections and tuberculosis required.
2. Counselling background preferred, especially experience with youth and in the areas of mental health, addictions, abuse, and sexual health.
3. Extensive personal and/or professional experience working with street-involved populations, including street youth, sex trade workers, solvent, crack/inhalation and injection drug users preferred
4. Able to work collaboratively within a multidisciplinary team using strong communication and interpersonal skills
5. Knowledge of immigrant and Aboriginal issues and cultures preferred
6. Acceptable child abuse registry/criminal records check required
7. Must be able to work weekend and evening shifts

**Physical Demands and Working Conditions:**

Physically capable of performing the duties of the position under varying weather and environmental conditions. This position requires significant lifting of a variety of supplies, the ability to move easily within the confines of a van, as well as the ability to climb stairs in buildings without elevators. Able to spend long periods in a vehicle or walking.

**Licenses and Registration:**

Valid Manitoba Class 5 drivers license  
Must have access to a vehicle

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**MAIN FUNCTION:**

The Community Outreach Worker works with street-involved people and is responsible for initiating contact, developing rapport, providing support, prevention education, advocacy, case management, referral and some directly observed treatment within a public health and harm reduction service model. Services are provided through street walks, mobile van outreach, and at fixed sites and where people live.

## **POSITION DUTIES AND RESPONSIBILITIES:**

### **1. Harm Reduction/ Illness Prevention**

*Harm reduction activities are aimed at minimizing harms associated with personal choices. Prevention reduces the occurrence of disease and injury and their consequences in a variety of settings.*

- 1.1. Provides service users with direct access to practical materials (e.g., safer drug use equipment, condoms, lubricant, educational brochures).
- 1.2. Initiates and actively pursues discussions on sexually transmitted and blood borne infections, tuberculosis, injection drug use, sharing of drug equipment, safer sex, personal safety, basic nutrition, and positive parenting.
- 1.3. Provides current health information to service users (e.g., birth control, pregnancy counselling, harm reduction related to substance use, and sexually transmitted and blood borne infection prevention information, pre/post test counselling and tuberculosis information).
- 1.4. Provides supportive counselling and/or crisis intervention to service users (e.g., dealing with such issues as substance abuse, mental health, assault/abuse, lifestyle issues, housing, sexuality)
- 1.5. Refers to appropriate services using the type of support that will make this referral successful.
- 1.6. Develops opportunities and partnerships that will assist in direct observed therapy (DOT) and direct observed preventive therapy (DOPT). Provides DOT and DOPT for tuberculosis. Participates in tuberculosis screening, planning, implementation and evaluation.
- 1.7. Uses motivational counselling to encourage modification of behaviours contributing to poor health outcomes and supporting those that contribute to well-being.

### **2. Community Development**

*Community development is based on the philosophical belief that people and communities are entitled to have control over factors that affect their lives. The focus of the WRHA is on intersectoral collaboration, locality development and organizational development.*

- 2.1. Provides advocacy through outreach to agencies/services as requested by the service user: (e.g., daycare, court, schools, or refers to/consults with staff as appropriate).
- 2.2. Encourages service users to share knowledge to promote health.
- 2.3. Develops effective relationships with agencies and the public toward promotion of harm reduction.
- 2.4. Collaborates with stakeholders to support the health of street-involved populations.
- 2.5. Contributes to a healthy and responsive workplace and organization

### **3. Communication – Liaison, Partnerships**

*Communication is an essential skill in the development of respectful relationships. Effective communication techniques and resources contribute to strong professional team, multidisciplinary, intersectoral and intrasectoral partnerships.*

- 3.1. Makes contact with the priority populations through ambulatory, van and other appropriate outreach approaches
- 3.2. Develops trust and a positive rapport with service users by being supportive and non-judgmental
- 3.3. Establishes professional helping relationships which assist service users to identify options and make choices that best meet their health needs
- 3.4. Advocates on behalf of service users when and where appropriate

- 3.5. Establishes and maintains respectful, productive, relationships with people in and outside of the organization including team members, other service providers and those who are vulnerable and socially excluded
- 3.6. Fosters team building and mutual respect in all interactions with the public, peers and colleagues
- 3.7. Is culturally competent and respectful of diversity (e.g., economic and social status, ethnicity, cultures, belief systems, sexuality, education level)
- 3.8. Maximizes collaborative decision-making with service users, colleagues, and other professionals to provide integrated care and appropriate services
- 3.9. Effectively uses a variety of communication strategies such as written, verbal, non-verbal and electronic

#### **4. Professional Responsibility and Accountability**

*Outreach Workers are accountable for the quality of their own work, competent, strive for excellence, and ensure that their knowledge is evidence-based and current.*

- 4.1. Recognizes personal attitudes, beliefs, feelings and values about health, identifying the effects of personal values and assumptions in interactions with service users.
- 4.2. Systematically seeks professional development experiences that are consistent with current practice, new and emerging issues and changing needs of the population.
- 4.3. Takes preventive, as well as corrective action individually or in partnership with others to protect individuals from unsafe, incompetent, or unethical circumstances.
- 4.4. Respects all relevant legislation (e.g., Child and Family Services Act, Personal Health Information Act).
- 4.5. Understands, interprets and implements the mission, vision and values of the Winnipeg Regional Health Authority.
- 4.6. Assists students, orientates staff and participates in research and quality assurance.

#### **5. Administrative Responsibility and Accountability**

*Administrative responsibility and accountability promotes effective and efficient organizational operation and data collection. Outreach Workers are responsible to complete relevant functions and are accountable to the organization, the team and their clients to provide service in the most effective and efficient manner.*

- 5.1. Effectively manages and prioritizes work.
- 5.2. Completes documentation, accurate statistical data, and reports in a timely manner
- 5.3. Completes relevant administrative functions and documentation (e.g., vacation requests, mileage, complaints process, occurrence reports)
- 5.4. Actively participates in relevant meetings and committees (e.g., program, community, department)
- 5.5. Assumes responsibility for appropriate use and maintenance of equipment and supplies

Performs other duties, as occasionally required.